

**ICT & PACT SERVICES**  
**POLICY & RECORD REVIEW FORM - ADDENDUM**  
**DMHMRSAS—Office of Licensing**

|           |   |
|-----------|---|
| PROVIDER: | LICENSE #:  |
| SERVICE:  | SPECIALIST:   |
| DATE:     | <input type="checkbox"/> Scheduled Review <input type="checkbox"/> Unannounced Review |

| Regulation/Section |                 | Standard  | Score | Comments |
|--------------------|-----------------|---|-------|----------|
| §1370.A.1          | Staffing Plan   | 80% of staff meet qualifications of QMHP, including at least five full time staff on ICT teams; ten on PACT teams, program assistant & psychiatrist   |       |          |
| §1370.A.1.a        |                 | Full time team leader who is QMHP, with three years experience  |       |          |
| §1370.A.1.b        |                 | One or more full time RN's with one year experience OR LPN with three years experience  |       |          |
| §1370.A.1.c        |                 | Two or more full time mental health professionals who are QMHP (half of whom hold a master's degree), including a vocational & substance abuse professional                                     |       |          |
| §1370.A.1.d        |                 | One or more full time QPPMH or QMHP peer specialist who has been a recipient of MH services for severe MI   |       |          |
| §1370.A.1.e        |                 | A program assistant with skills & abilities in medical records management, operating the management information system, maintaining accounts & budget records                                   |       |          |
| §1370.A.1.f        |                 | One board certified (or board eligible) psychiatrist. At least twenty minutes of time for each individual served  |       |          |
| §1370.A.2          |                 | PACT teams include at least three full time nurses, one must be RN & five MH professionals  |       |          |
| §1370.B            |                 | Maintain a minimum 1:10 staffing ratio. ICT teams serve no more than 80 individuals. PACT teams serve no more than 120.   |       |          |
| §1370.C            |                 | ICT & PACT teams meet daily, M-F, at least four days per week to review & plan services   |       |          |
| §1370.D            |                 | ICT teams operate a minimum of eight hours a day, five days a week. PACT teams shall be available 24 hours a day & operate a minimum of 12 hours each weekday & 8 hours each weekend & holidays |       |          |
| §1370.E            |                 | ICT & PACT teams shall make crisis services available 24 hours a day, but may arrange coverage through another crisis provider.   |       |          |
| §1390.A            | Daily Operation | ICT & PACT Teams shall conduct daily organizational meetings to review status of individuals served & outcome of most recent staff contact  |       |          |
| §1390.B            |                 | Maintain a daily log with roster of individuals served & documentation of services provided   |       |          |

Scoring: C= Compliance    N=Non-Compliance    NA=Not Applicable    ND=Not Determined

**ICT & PACT SERVICES**  
**POLICY & RECORD REVIEW FORM - ADDENDUM**  
**DMHMRSAS—Office of Licensing**

|           |   |
|-----------|---|
| PROVIDER: | LICENSE #:  |
| SERVICE:  | SPECIALIST:   |
| DATE:     | <input type="checkbox"/> Scheduled Review <input type="checkbox"/> Unannounced Review |

| COMMENTS: | Name/Record Number |  |  |  |  |  |  |  |
|-----------|--------------------|--|--|--|--|--|--|--|
|           |                    |  |  |  |  |  |  |  |

| RECORD OF INDIVIDUAL SERVED |  |  |  |  |  |  |  |  |  |
|-----------------------------|--|--|--|--|--|--|--|--|--|
| <b>§1360.A.1</b>            | Individual served must meet admission criteria of being severely mentally ill  |  |  |  |  |  |  |  |  |
| <b>§1400</b>                | Provider solicits individuals own assessment of needs, strengths, goals, preferences & abilities   |  |  |  |  |  |  |  |  |
| <b>§1400.1</b>              | Provider shall assess psychiatric history, mental status & diagnosis, including the content of an advanced directive   |  |  |  |  |  |  |  |  |
| <b>§1400.2</b>              | Provider shall assess medical, dental & other health needs   |  |  |  |  |  |  |  |  |
| <b>§1400.3</b>              | Provider shall assess extent & effect of drug or alcohol use   |  |  |  |  |  |  |  |  |
| <b>§1400.4</b>              | Provider shall assess education & employment, including current daily structures use of time, school or work status, interests & preferences & the effect of psychiatric symptomology on educational & employment performance                |  |  |  |  |  |  |  |  |
| <b>§1400.5</b>              | Provider shall assess social development & functioning, including childhood & family history, culture & religious beliefs, leisure interests and social skills   |  |  |  |  |  |  |  |  |
| <b>§1400.6</b>              | Provider shall assess housing & daily living skills, including the support needed to obtain decent, affordable housing, meet basic hygiene needs, food preparation, housekeeping, shopping, money management, & use of public transportation |  |  |  |  |  |  |  |  |
| <b>§1400.7</b>              | Provider shall assess family & social network, including the current scope & strength of individual's network of family, peers, friends, & co-workers & their understanding & expectations of the team's services                            |  |  |  |  |  |  |  |  |
| <b>§1400.8</b>              | Provider shall assess finances & benefits including the management of income, the need for & eligibility for benefits & the limitations & restrictions of those benefits   |  |  |  |  |  |  |  |  |
| <b>§1400.9</b>              | Provider shall assess legal & criminal justice involvement including guardianship, commitment, representative payee status, & experience as either a victim or accused person  |  |  |  |  |  |  |  |  |

Scoring: C= Compliance    N=Non-Compliance    NA=Not Applicable    ND=Not Determined

**ICT & PACT SERVICES**  
**POLICY & RECORD REVIEW FORM - ADDENDUM**  
**DMHMRSAS—Office of Licensing**

|           |   |
|-----------|---|
| PROVIDER: | LICENSE #:  |
| SERVICE:  | SPECIALIST:   |
| DATE:     | <input type="checkbox"/> Scheduled Review <input type="checkbox"/> Unannounced Review |

| COMMENTS:  | Name/Record Number |
|--|--------------------|
|  |                    |
| <b>§1410.1</b> Provider shall document the following services are provided consistent with the individual's assessment and individualized service plan to include ongoing assessment                                 |                    |
| <b>§1410.2</b> Case management   |                    |
| <b>§1410.3</b> Nursing   |                    |
| <b>§1410.4</b> Symptom assessment & management   |                    |
| <b>§1410.5</b> Psychopharmacological treatment, administration & monitoring  |                    |
| <b>§1410.6</b> Substance abuse assessment & treatment, where applicable  |                    |
| <b>§1410.7</b> Individual supportive therapy   |                    |
| <b>§1410.8</b> Skills training in activities of daily living, social skills, interpersonal relationships & leisure time  |                    |
| <b>§1410.9</b> Supportive In home services   |                    |
| <b>§1410.10</b> Work related services to help find & maintain employment   |                    |
| <b>§1410.11</b> Support for resuming education   |                    |
| <b>§1410.12</b> Support, education, consultation & skill teaching for family members & significant others  |                    |
| <b>§1410.13</b> Collaboration with families and assistance to individuals with children  |                    |
| <b>§1410.14</b> Direct support to help individuals obtain legal & advocacy services, financial support, money management services, medical & dental services, transportation & natural supports within the community |                    |
| <b>§1410.15</b> Mobile crisis assessment, intervention & facilitation into & out of psychiatric hospitals  |                    |

Scoring: C= Compliance    N=Non-Compliance    NA=Not Applicable    ND=Not Determined